

CHERWELL DATA USER ERROR FINDINGS

In a 1-year period there were **158** reported cases of user error, averaging approximately **4 incidents per week** (accounting for weeks when classes are in session). The most common causes of user error are: **Source Selection, Connecting a Device, Computer Literacy, ITS Policies, Projector Controls, and Blank Screen**. These causes are explained in greater detail below. 3 of the causes - **Source Selection, Projector Controls, and Blank Screen** are closely related, and together they contribute to what is the single greatest area of confusion for end users - operation of the Extron touch panel.

METHODOLOGY

To arrive at these conclusions, I started by running a query in Cherwell. My query was set to a 1-year period between April, 2016 and April, 2017. I set the query to retrieve all Cherwell tickets that were tagged as a “Classroom Incident” and that had the Area of Failure recorded as “User”. The “User” category includes both sub-categories “Train/Coach/Assist” and “How-To”. That data was exported to an Excel spreadsheet where it was sorted by department. The departments that incur the greatest amount of user error are **Curriculum and Instruction, Biology, English, Mathematics, and CLAS**. The full report is contained in the document titled [Cherwell_Data_User_error.xlsx](#)

Next I had to quantify the actual causes of the user error. I did not see a quick way to achieve this in Excel due to the complexities of the written descriptions in the Cherwell tickets. So, instead I created a table in a Word document and I copied the pertinent fields from each of the 158 Cherwell tickets – incident ID, department, customer, description of problem, description of solution. That report is contained in the document titled [Cherwell_Data_User_Error.docx](#)

Finally, to produce a simplified analysis of the mass of data in the Word table, I read through each row of the table and kept a running tally for every relevant category. Every time I read a description that fit one of the categories, a “point” was added to that category’s running total. If a description was related to 2 or more categories, I assigned 1 point to each of the relevant categories. In this process **30** of the **158** tickets were determined to be unrelated to user error. The total number of points awarded to all categories combined is **140**. The categories are listed below sorted by the number of points, and accompanied by a description.

RESULTS

Below is a list of the types of user error, ranked by most to least common.

(Number of instances) Category title - Description

- **(21) Source Selection** – When a faculty wants to see a particular source on the display, but does not know how to select it on the Extron touch panel.
- **(21) Connecting a Device** – When a faculty brings an external device, usually a laptop, but also a USB flash drive, and does not know how to connect it to the media cabinet via the cable cubby.
- **(18) Computer Literacy** – When a faculty demonstrates a complete misunderstanding of basic computer operations such as using PowerPoint, or browsing the web.
- **(16) ITS Policies** – When a faculty calls in a request or complaint that is outside of the services provided by ITS. For example, asking us to bring them batteries, or asking us to unlock the media cabinet for them.
- **(15) Projector Controls** – When a professor is unable to turn the projector on from the Extron touch panel, or is unaware whether the projector is on or off.
- **(14) Blank Screen** – When the blank screen function on the Extron touch panel has been activated, and the faculty is unaware. This generally happens because the faculty using the classroom immediately before them activated blank screen.
- **(11) DVD/Blu-Ray** – When a faculty brings in media on a DVD or Blu-Ray disk and does not know how to play the content through the media cabinet.

- **(9) Audio Controls** – When a faculty is attempting to play audio, most often from a web source, and does not know how to operate the various volume controls at the web content, on the computer, and on the Extron touch panel.
- **(5) Document Camera** – When a faculty is attempting to use the document camera and is unaware of the basic operations.
- **(5) System Capabilities** – When a faculty is asking for assistance performing something that the system is not capable of, such as extended desktop.
- **(3) Wireless Microphone** – When a faculty does not know how to operate a wireless microphone.
- **(1) TurningPoint** – When a faculty does not know how to use the TurningPoint audience response system.
- **(1) Presentation Remote** – When a faculty does not know how to use the Kensington presentation remote.

CONCLUSIONS

Using data pulled from Cherwell there were at least **140** instances of user error over a 1-year period. Because it is doubtful that every instance gets properly reported, it is safe to assume the total number of actual instances is higher. The range of issues under the category of user error covers every aspect of using a classroom system, but there is a noticeable concentration of issues that relate directly to operation of the Extron touch panel. The other most significant areas of concern are basic computer literacy, knowledge of ITS policies, and use of the cable cubby to connect a device.

SOURCES

Cherwell